

OSS Advisory Newsletter

NEW PROVIDER SERVICE CENTER

TOLL-FREE 1-888-289-0709



In January 2011, the South Carolina Department of Health and Human Services (SCDHHS) implemented a new Provider Service Center (PSC) for specific provider groups. Beginning February 14, 2011, SCDHHS opened the PSC to all South Carolina Medicaid providers. The PSC will offer all provider types the expanded opportunity for assistance with Medicaid questions.

PSC customer service representatives will offer assistance with forms and manual requests, claims inquiries, payment issues and general billing issues. PSC representatives will also assist with questions regarding the Qualified Medicare Beneficiary Program and Managed Care Services.

Providers can contact the PSC via the toll-free number :
1-888-289-0709 / 07:30AM to 05:00PM Monday through Friday.

In addition, the PSC will accept calls from all providers requiring assistance with the following:

- * Provider Enrollment
- * Electronic Data Interchange (EDI) support
- * Filing claims via the Web Tool
- * Nursing Home, OSS and Hospice room and board questions.

Your program representative will remain available to assist with complex issues and to clarify program policy.

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*** MANDATORY ***

Electronic Remittance Advice Package and Bulletins



SAVE THE DATES!!

OSS Training Opportunities will be coming soon. Mark your calendar.

April 14th—Greenville

April 20th—Columbia

There will also be a date in May for the Charleston Area.

These trainings are in the planning stages, and more detailed information will follow in next month's Advisory concerning registration and logistics.

If you have a particular topic you want covered, please feel free to email me at:

varn@scdhhs.gov

We will be happy to entertain any ideas you may have for the training.

The South Carolina Department of Health and Human Services no longer distributes hardcopy remittance advice packages and related edit correct forms through the mail. Distributing remittance advices and associated edit correction forms through the online Web Tool is a more secure and cost effective manner for providers to receive this information.

Please contact the EDI Support Center at 1-888-289-0709.

The EDI Support Center will be able to assist you by sending you a Trading Partner Agreement (TPA) for completion that outlines the requirements for electronic transfer of Protected Health Information (PHI) between SCDHHS and your facility. The TPA is also available at:

<http://www.scdhhs.gov/hipaa/Forms.asp>

Thank you for your continued willingness to provide quality care and services to the beneficiaries of the South Carolina Optional State Supplementation Program and the Medicaid Program. If you have any questions about the TPA, training opportunities for this new feature, user ID's or passwords, please contact the EDI Support Center at the above number.

To sign up and receive electronic bulletins, you must go to:

<http://bulletin.scdhhs.gov>

Post Office Box 8206
Columbia, SC 29201-8206

803-898-2698
803-255-8209 fax
EMAIL : VARN@SCDHHS.GOV or
OSS@SCDHHS.GOV

Thinking about... Preventing the Afternoon Energy Slump

As March brings on warmer weather, many of us are becoming energized with *spring fever*. While most of the world seems to be waking up, some of us can find ourselves tired and sleepy. More specifically, do you find yourself lacking energy towards the afternoon? Having low energy levels in the afternoon is not uncommon. Most people have a pronounced dip in their alertness and energy, particularly after lunch. This month's issue presents some quick and easy ways to restore and energize yourself, giving you the boost to *march* into March and *spring* into the warmer days of Spring.

Take a walk – If you have stairs in your building or work in an open area with ample sidewalks, take a brisk 5-10 minute walk each day. Pump your arms and really get your heart going. A rapid 10-minute walk raises energy faster and to a greater degree than sweets and snacks.

Eat a balanced lunch – Food is your source of raw energy. Skipping lunch wreaks havoc on your blood sugar and results in the inability to focus. On the other hand, overeating or eating a high-fat lunch can cause afternoon sleepiness by diverting circulation from the brain to the digestive system. The ideal lunch is a balance of a lean meat, whole grain and fresh produce. A good example of a slump-fighting, high energy lunch would consist of lean turkey slices with low fat cheese on whole grain bread with an apple and a glass of water.



Stretch – Stretching causes you to breathe deeply bringing oxygen to your brain, in effect waking you up. Stand up and reach as far up to the ceiling as you can. Then bend over and try to touch your toes. Alternately grab each ankle with your hand and stretch the backs of your legs. As you stretch, remember to breathe deeply and slowly. Stretch to the point of feeling a release but not to the point of feeling pain. Hold each stretch for 10-30 seconds, or more if it feels good.

Rearrange your schedule – Schedule activities like driving, reading and paperwork for the morning when your alertness is high. Use the afternoon for engaging in busier social activities like making phone calls, interacting with staff or residents and doing other physical tasks. Social and physical activity not only stimulates personal energy levels, but the increased interaction may also improve the workplace environment as a whole.

Eat healthy snacks for a boost – If the afternoon slump hits you, instead of reaching for a caffeine boost or sugary snacks, try a handful of cashews or almonds and some grapes or an apple. The immediate jolt you get from soda, coffee or sugary snacks can make you feel twice as tired when they wear off. To maintain your energy, you should eat snacks that will keep your blood sugar levels even instead of those that produce big ups and downs. Fresh fruits, carrots sticks, peanuts and a cup of yogurt are healthy snack choices. In addition to snacking, drink water throughout the day to feel at peak energy.